

Customer Service Report for SCB

For the period: Thursday, November 01, 2007 12:00:00 AM to Friday, November 30, 2007 11:59:59 PM



	CREATED				ASSIGNED/PENDING/ CHECKED OUT			CLOSED			AVG MIN
	DCS	SCB	Web	Other	DCS	SCB	Other	DCS	SCB	Other	To Close
Accounts											
Access/Login	3	0	0	0	0	0	0	0	3	0	7
Application Support											
OS/NOS/Licensing	1	0	0	0	0	0	0	0	1	0	60
Email											
Dir Suppt/Info	1	0	0	0	0	0	0	0	1	0	10
Helix Pine Mail	1	0	0	0	0	0	0	0	1	0	5
Helix Squirrel Mail	1	0	0	0	0	0	0	0	1	0	6
Helix Support											
Apps/Other	4	0	0	0	0	0	0	0	4	0	4
Info/Biowulf	4	0	0	0	0	0	0	0	4	0	4
Info/General	1	0	0	0	0	0	0	0	1	0	5
Grand Total:	16	0	0	0	0	0	0	0	16	0	9

Total Tickets Closed:	16
Total Tickets Assigned/Pending/Checked Out:	0
Total Tickets Created:	16